

REMARKS

The written response immediately below addresses the issues presented by the examiner in the order they appear in the Detailed Action ('DA') mailed on 12-23-03

Copy of Claims Renumbered by Examiner Not Included With Detailed Action

The DA refers to a renumbered set of claims being included with the 12-23-03 mailing:

"Due to the renumbering of Claims, Claims 40-113 are now pending in this application. Claims 1-39 have been canceled and all claims renumbered – see attached claims with correct numbers."

The applicant notes that the referenced copy of the renumbered claims with correct numbers did not accompany the DA material. In a subsequently placed telephone call to the patent office, the examiner orally described the claim-renumbering, stating which new, correctly numbered claim replaced a previously numbered claim (included the renumbering of new claims that had been added in a previous amendment).

Use of Term "Automated Teller Machine" and "ATM" in Claims 60 and 62 Indefinite

Reference to the terms "Automated Teller Machine" and the acronym "ATM" have been removed from claims 60 and 62.

Claims 56 Written in Incorrect Format

Claims 56 has been cancelled.

Regarding Claims 100-113 Method Steps

Independent method claim 100 and method claims dependent thereto have been amended to clarify the method steps, and to eliminate the words "a customer" and references to indefinite or functional language. See separately attached "Claims" (23 pages) for details.

Regarding the Use of Term "GPS" in the Metcalf Specification and Claims 90-95

The DA states that reference to a "Global Positioning System" or "GPS" introduces new matter into the disclosure and claims because such matter does not appear in the specification. The applicant notes that GPS usage is taught, and cites the following examples to the specific terms "Global Positioning System" and "GPS" as used in the specification:

"In the event that the handheld device also includes, or optionally provides, direction-finding hardware and software, for example 3-Com's Palm Pilot® can be equipped with a **Global Positioning System** (attachable accessory), the device can be equipped with software for displaying destinations relative to the current location of the customer and show the customer--for example with a directional arrow relative to a graphically depicted map--which way to go relative to their current position and one or more destination in their scheduled itinerary.

Some handheld devices also include audio capability, in which case directions by audio-equipped devices can be given audibly, as can current schedule information, which would be very useful for the visually impaired. It is noted that such navigating features would be

particularly helpful in large area venues or complexes, including amusement parks, stadiums, arenas, fairs, or large conventions, and the like, where becoming geographically disoriented can easily occur. Thus one's movement from one place to another (a facility, an attraction, a booth, the aisles of a market or store, and so on) can be logically and efficiently sequenced by the apparatus of the present invention. Additionally, navigation with a graphical user interface assisted by a *GPS* further expedites one's sequenced excursion while optionally providing timing information as to estimated travel-time, walking or waiting time, relative to a particular point of interest, facility, attraction, booth, and the like." Page 15 line 22 through Page 16 line 7.

Details of how a Dual-Commerce handheld device displays excursion related information via text, or multimedia capabilities, appear in the next paragraph of, and throughout the, specification. For example, an earlier reference states:

"Online deliverables and venue-based deliverables are represented by any one or more in a variety of known online and/or downloadable media such as: text, line art, graphical depictions, photos, digital video files, digital audio files, computer-storable files, faxes, email, instant messaging, and the like." Page 10, lines 23-26

Regarding the Term "Contiguous" Used in Claim 66

Claim 66 concerns an example of an optimized physical facility of the Dual-Commerce system which necessarily, is equipped to serve a foot-traffic flow of customers. The subject venue provides entertainment related content commerce to a traffic flow of customers who spontaneously visit, or who have previously scheduled online, a subsequent visit to, the physical store. In this embodiment of the physical facility, the venue is equipped with customer workstation computers each having a network communications link with a communications network. Additionally, the customer workstations are arranged in a manner (as described in claim 66) which secures the entire inventory of the venue.

The DA of 12-23-04 states that the phrase of claim 66 "the workstations are arranged adjacent to one another to form a contiguous perimeter which surrounds," introduces new matter. Although FIGS. 2 and 3 show a contiguous arrangement of the workstations, claim 66 has been amended to eliminate the new term "contiguous" The arrangement of the workstations in a manner which securely "encircles" or "encompasses" the inventory is supported in the text of the specification:

"Figures 2 and 3 are front views and top views respectively of an optimized networked-venue having a *plurality of networked workstations which securely encircle an inventory of merchandise as a workstation system.*" Page 16, lines 23-25.

"As seen in Fig. 3 a plurality of networked workstations 26 are arranged to encompass and secure an inventory of merchandise 16 within workstation system 12 such that the inventory is out of reach to customers until purchased..." Page 17, lines 2-4.

Regarding Terminology Currently Amended in Claim 71

Claim 71 refers to a physical cable connection or coupling being made between a handheld browser device and a computer of the Dual-Commerce system. The claim has been amended to omit the phrase "when the latter and the former are coupled together by suitable coupling means"

1 and instead, uses the phrase "via a cable connection." Support for the replacement text appears in
 2 the specification:

3
 4 "The browsing devices have bi-directionally communication linkage via a wireless
 5 communications protocol, or via *cable connections*, to network connection means 108 such
 6 as an Internet Service Provider (ISP) or other provider of high-speed bandwidth connection
 7 to the Internet." Page 8, lines 18-22.

8
 9 "Additionally, handheld devices having screens that are easily readable, can optionally be
 10 equipped with machine readable code that is suitable for downloading and displaying
 11 scheduled itinerary information which is received from the Internet, or from wireless
 12 transceivers (or received when *temporarily coupled to a computer*)." Page 15, lines 1-4.

13
 14 **Regarding Fulton et al 6,182,052 and Chelliah et al 5,710,887**

15
 16 Points 1-6 of "Introductory Comments" (above) and "Interview Summary" mailed April 9, 2004
 17 address the differentiation of the present invention from the *online-only order placing and*
 18 *fulfilling systems* of Fulton et al and Chelliah et al. Neither of the eCommerce inventions make
 19 reference to additionally coordinating, consolidating and culminating a plurality of online-placed
 20 orders—in an order-guaranteeing, time-saving manner—at separate, different physical venue
 21 locations having a foot-traffic of customers, or from areas designated for expedited service at the
 22 different locations. See pages 2-3 above, for a concise summary of distinguishing features of the
 23 present invention over the prior art (as discussed in detail in the phone interview of April 6, 2004).

24
 25 **Regarding Rosenberg et al 6,418,416 Secured Inventory**

26
 27 Rosenberg et al have a system and method which includes "supplying cabinets to multiple
 28 consumer companies, the multiple consumer companies storing articles within the cabinets." Their
 29 method of securing partial inventories in each cabinet at consumer companies is structurally and
 30 operationally quite different than the Metcalf approach. For example, articles are secured in
 31 separate cabinets having compartments or pockets, with doors, locks or computer controlled locks:

32
 33 "The system includes a customer site 105 having 3 cabinets 110, each with a number of
 34 *pockets or compartments 115 that enclose and secure articles*, such as business supplies
 35 or any other items that are preferably dispensed in a controlled manner. The
 36 compartments 115 may be slideably interconnected with the cabinet 110 in a drawer-like
 37 manner, if desired. Although *it is preferred that the compartments 115 have clear acrylic*
 38 *doors* to display articles, *other types of doors may also be used*. The compartments 115
 39 are dimensioned to a variety of heights and widths to enclose and secure a variety of
 40 articles.

41
 42 (Column 4 –DM) *Electronically actuated locks (not shown)* facilitate access to the
 43 articles enclosed within the cabinet 110. *When in a locked state, the locks prevent the*
 44 *doors from being opened and prevent access to the articles. When actuated, the locks*
 45 *release the doors so that the articles are freely accessible.* ("1. Top-Level Structure and
 46 Architecture" section of patent)

47
 48 On page 13 of the 12-23-03 DA, the Rosenberg et al method of securing merchandise is compared
 49 with the Metcalf 09/617,156 approach. However, in the Metcalf approach, an arrangement of

workstations, as shown in FIGS. 2 and 3, is what secures and isolates the inventory. The workstations are located adjacent to one another, to form a securing perimeter which separates customers from seeing or touching the inventory (behind the barrier of workstations) until one or more desired items are paid for in advance. Therefore, no separate cabinets with compartments or pockets having manual or computer controllable locks, or individual "clear acrylic" or "other type" of doors, are required to achieve inventory security with the Metcalf system. For example:

"Figures 2 and 3 are front views and top views respectively of an optimized networked-venue having *a plurality of networked workstations which securely encircle an inventory of merchandise as a workstation system.*" Page 16, lines 23-25.

"As seen in Fig. 3 a plurality of networked workstations *26 are arranged to encompass and secure an inventory of merchandise 16 within workstation system 12 such that the inventory is out of reach to customers until purchased...*" Page 17, lines 2-4.

In contrast, the Metcalf system secures and isolates the *entire inventory* (as opposed to subsets) of merchandise by forming a physical structure (a securing perimeter of workstations) that simply separates customers from having any access to the merchandise. As can be seen in FIGS. 2 and 3, and in the text pertaining thereto: customers are on one side of the workstations, the entire inventory is behind an opposite side of the workstations (isolated and hidden from view). Ordered, and paid for, items are robotically retrieved from slots and dispensed at the front side of a workstation where a paying customer is seated and interacts with their respective workstation.

Regarding an Inventory Management System

Rosenberg et al also present a very different approach to the automated inventorying of merchandise. For example:

"Input mechanisms, such as *pressure sensitive switches* (not shown), disposed near each drawer and compartment 115 of the cabinet 110 collect inventory information as articles are removed from or stocked within the cabinet 110." (1. Top-Level Structure and Architecture, Paragraph 3)

In contrast, the Metcalf invention does not require individual switches for each merchandise slot to determine inventory status. Instead, a sensor mounted at the end of a motion-controlled arm detects the current inventory slot status (occupied/empty) when rapidly swept by a sequence of the slots.

Dispensing of Merchandise Items


The "dispensing" of merchandise items in the Rosenberg invention is not computer automated or robotic, it is a manually performed task.

Conclusion Regarding Rosenberg Et Al

Thus, the essential structure, the merchandise securing, automatic inventorying and product dispensing, approaches of the Rosenberg et al and Metcalf inventions are substantially different.

1 In view of (a) the amendments to the attached claims, (b) the substantive points detailed above,
2 and (c) in view of the several points generally acknowledged in the phone interview between the
3 examiner and the applicant (on Tuesday April 6, 2004 12:03-12:40 PST) distinguishing the present
4 invention over the relied upon and referenced prior art, the applicant respectfully requests that a
5 timely Notice of Allowance be issued in this case.

6
7 Respectfully Submitted,

A handwritten signature in cursive script, appearing to read "Darrell Metcalf", written over a horizontal line.

8
9
10
11 Darrell Metcalf, Applicant

CLAIMS

Claim 40. (Currently amended) ~~Apparatus and software~~ An electronic dual commerce system for establishing a bi-directional communication link between at least one customer and a large publicly accessible communications network, ~~such as the Internet, and for providing an online dual-commerce transactions, system,~~ comprising:

- a.) a browser ~~device~~ apparatus having network-browsing software;
- b.) network connection means for connecting said browser device to at least one networked computer of said communications network;
- c.) network-user identification and verification means;
- d.) said at least one networked computer, having software and user interface means for
 - i. representing at least one currently available deliverable from at least one online networked-venue which is equipped to fulfill orders placed by online customers,
 - ii. representing at least one currently available deliverable from at least one physical facility which is equipped to serve a flow of customers at a physical location, said computer and software of a type which provides
 - iii. providing a current databased selection of available online-choices and available networked-venue-choices of goods, or services, or activities, or combinations thereof,
- e.) ~~software and user interface suitable for~~
 - i. ~~iv. providing communications with said networked computer(s), and for taking, recording, and reporting customer orders from choices provided by said current databased selection,~~
 - ii. v. making completing at least one order from said available online-networked-venue(s) choices,
 - iii. vi. making completing at least one order from said available networked-venue choices physical facility(s) choices, ~~whereby said order(s)~~
 - vii. ~~is scheduled and reserved by~~ scheduling and reserving physical facility order(s) according to a at least one current condition of a chronological table of scheduled and available customer-events:
 - viii. providing customers at least one is downloadable type in the form of a

1 itinerary by ~~said customer; and~~
2 whereby said at least one order from said physical facility(s) choices
3 - is subsequently culminated following the scheduled arrival of the
4 ordering customer at an expedited service area of said facility(s) ~~a physical~~
5 ~~location of said networked venue(s) that is designated for expedited~~
6 ~~service, and~~ following the verification of ~~the~~ said customer's identification
7 and order, by suitable said identification and ~~order~~ verification means, ~~and~~
8 ~~located at the said physical location(s)~~
9 and said system is further comprised of

10 e.) ~~iv.~~ automated database-condition editing, monitoring and reporting means which, is
11 responsive to changes to said current databased selection when each ~~online~~ order is made,
12 ~~and when each online scheduled and reserved venue order is made and subsequently~~
13 ~~culminated from said networked venue(s); and which, causes record-keeping and record-~~
14 updating software routines to automatically record transaction details pertaining to said
15 ~~online order(s) and said scheduled and reserved order(s) and to update, and report, the~~
16 availability of subsequent ~~orderings, schedulings,~~ orders, schedules, and reservations; to
17 said current databased selection following the completion of ~~when any order is~~
18 completed.

19
20 Claim 41. (Previously amended) The system of claim 40 wherein the browser apparatus consists
21 of a handheld apparatus having wireless bi-directional connectivity to the Internet.

22
23 Claim 42. (Currently amended) The ~~browser apparatus~~ system of claim 40 wherein the browser
24 apparatus consists of ~~consisting of~~ a computer having a wireless bi-directional connectivity to the
25 Internet. and a modem.

26
27 Claim 43. (Previously amended) The system of claim 40 wherein the network browsing software
28 consists of a commercially available browser application.

29
30 Claim 44. (Previously amended) The system of claim 40 wherein the network connection means
31 are further comprised of an Internet portal.

1 Claim 45. (Previously amended) The system of claim 40 wherein the user interface further
2 comprises an Internet portal.

3
4 Claim 46. (Previously amended) The system of claim 40 wherein the network connection means
5 is further comprised of an Internet connection made by an Internet Service Provider.

6
7 Claim 47. (Currently amended) ~~The identification and order verification means~~ The system of
8 claim 40 wherein the said identification and order verification means consisting consists of at
9 least one commercially available customer identification and verification apparatus ~~suitable for~~
10 equipped to communicate communicate with said networked-computer.

11
12 Claim 48. (Previously amended) The system of claim 40 wherein the software of said at least one
13 networked computer is further comprised of at least one software routine for providing a
14 customer with a at least one printout record.

15
16 Claim 49. (Previously amended) The system of claim 40 wherein the software of said at least one
17 networked computer is further comprised of at least one software routine for automatically
18 providing a *networked-venue merchant with transaction details pertaining to his venue's sales.*

19
20 Claim 50. (Previously amended) The system of claim 40 wherein the software of said at least one
21 networked computer is further comprised of at least one software routine for automatically
22 providing a networked-venue merchant with transaction details pertaining to schedulings and
23 reservations.

24
25 Claim 51. (Previously amended) The system of claim 40, further comprising at least one
26 software routine for automatically providing a supplier of a networked-venue with transaction
27 details pertaining to that venue's sales.

28
29 Claim 52. (Previously amended) The system of claim 40, further comprising at least one
30 software routine for automatically calculating and deducting a sales commission based on the
31 type of online order made.

1 Claim 53. (Previously amended) The system of claim 40 wherein the software of said at least one
2 networked computer is further comprised of at least one software routine for facilitating the
3 delivery of online order(s) of goods to a customer.

4
5 Claim 54. (Previously amended) The of claim 40 wherein the software of said at least one
6 networked computer is further comprised of at least one software routine for the confirmation of
7 customer orders.

8
9 Claim 55. (Previously amended) The system of claim 40 wherein the software of said at least one
10 networked computer is further comprised of at least one software routine for the verification of
11 customer identification.

12
13 Claim 56. (Cancelled)

14
15 Claim 57. (Previously amended) The system of claim 40 wherein the browser apparatus consists
16 of at least one computer located at a said at least one physical - facility, and said computer(s) is
17 equipped with a network communications link to communicate with said at least one networked
18 computer.

19
20 Claim 58. (Previously amended) The system of claim 40 wherein the browser apparatus consists
21 of at least one computer located at a plurality of physical facilities, and said computer(s) is
22 equipped with a network communications link to communicate with said at least one networked
23 computer.

24
25 Claim 59. (Previously amended) The system of claim 40 further comprising software routines for
26 the entering and recording of financial transaction card information and for reporting transactions
27 to at least one financial transaction card vendor.

28
29 Claim 60. (Currently amended) The ~~browser apparatus system~~ of claim 40 ~~consisting of further~~
30 comprising at least one networked computer located at a physical ~~networked-venue facility~~, said
31 computer having a user interface ~~that is similar in appearance and offers functionality similar to~~
32 that of an Automated Teller Machine (ATM) and including means for reading, recording and

1 reporting financial transaction card information and further includes automated means for
2 conveying user-ordered product to a user of the apparatus.

3
4 Claim 61. (Currently amended) The system networked-venue of claim 40 wherein said at least
5 one physical facility(s) further comprising is further comprised of a secured retail inventory
6 environment wherein a plurality of said networked computers are provided as customer
7 workstations and are arranged in close proximity to one another to form a perimeter which
8 isolates and secures an said inventory of merchandise in an optimized workstation system such
9 that said inventory is in a consolidated in a and space-saving manner and is thereby out of reach
10 to customers until purchased, and wherein each of said workstations computers:

- 11 a.) comprises a networked computer having connectivity to has a network
12 communications link with said at least one communications network, and has a
13 user interface to facilitate transactions and interactions,
14 b.) has networked order-taking apparatus and software routines to facilitate user
15 financial transactions and for reporting and recording said transactions,
16 c.) has record-keeping and record-updating software routines to automatically record
17 transaction details pertaining to any workstation order and to update and report
18 the availability of merchandise, according to the order(s) made.

19
20 Claim 62. (Currently amended) The computer workstation system of claim 61 further comprising
21 wherein said at least one networked computer Automated Teller Machine 'ATM' style
22 workstation which adjoins an is positioned for customer access in a location which is outside of
23 said exterior wall of the networked-venue physical facility and provides workstation
24 functionality.

25
26 Claim 63. (Currently amended) The computer workstation system of claim 61 wherein each of
27 said workstations networked computers has hi-speed connectivity and provides interactivity with
28 the workstations of at least one other workstation system networked computer of a networked
29 arrangement of computers located at another physical facility.
30

1 Claim 64. (Currently amended) The perimeter-forming arrangement of networked customer
2 workstation system computers of claim 61 further comprising an automated merchandise pick-
3 and-place system for storing and retrieving secured retail inventory, comprising:

- 4 a.) at least one motion-control computer with motion-control software that is
5 networked to, and responsive to user input from at least one the of said
6 workstations;
 - 7 b.) a multiplicity of securely ~~located~~ positioned merchandise slots that are vertically
8 aligned in columns and horizontally aligned in rows and are positioned within
9 said perimeter out of reach of customers at said workstations;
 - 10 c.) at least one computer-accessible record of the vertical position and horizontal
11 position of each of said merchandise slots;
 - 12 d.) at least one updateable computer-accessible record of the vertical position and
13 horizontal position of each of said merchandise slots and the type of merchandise
14 stored therein in any occupied slot;
 - 15 e.) at least one computer-accessible record of the vertical position and horizontal
16 position of a receiving end of each workstation delivery chute located adjacent to
17 each workstation;
 - 18 f.) a motion controller interface coupled between said motion-control computer(s)
19 and electro-mechanical actuators;
 - 20 g.) at least one motion-controllable member that is positionable by said actuator(s) in
21 a horizontal axis, having a pick-and-place robotic apparatus operative from an end
22 thereof that is positionable in a vertical axis by said actuator(s);
 - 23 h.) an electro-mechanically actuated merchandise gripping means that is positionable
24 to securely grip merchandise and move it in and out of any of said merchandise
25 slots, and to also move said merchandise into a receiving end of any said
26 workstation delivery chutes;
- 27 the combination of which is responsive to user input made with a user control input
28 device, and control signals from at least one computer that is networked to the
29 workstation system to provide:
- 30 i. stocking, retrieval and re-stocking of merchandise; and
 - 31 ii. automated delivery of said merchandise to a user's workstation chute
32 by accessing at least one of said computer-storable records, and

communicating the record data to said motion-control computer for the computer-controlled positioning of said member(s), said pick-and-place robotic apparatus, and said gripping means;

- iii. merchant input from a networked computer for automated pick-and-place control of inventory.

Claim 65. (Previously amended) The automated merchandise pick-and-place system for secured retail inventory of claim 64 further comprising rapid inventorying apparatus having at least one emitter-detector light sensing means that is attached adjacent to an end of said at least one motion-controllable member and is positionable by computer motion-control to sweep in a controlled path past merchandise slots and interpret the difference in light reflectivity of vacant container slots and container slots occupied with merchandise, and rapidly scans slot-empty states or slot-occupied states and records, maintains and reports all state-conditions of the inventory to said record-keeping and record-updating software.

Claim 66. (Currently amended) The ~~networked-venue system~~ of claim 40 wherein said at least one physical facility(s) further comprising is further comprised of a secured entertainment entertainment-content replication environment and retail-inventory wherein networked computer workstations are arranged in close proximity to one another to form a contiguous perimeter which isolates and secures entertainment-content replication equipment and an inventory of merchandise ~~in an optimized workstation system~~ such that said equipment and the product of thereof, and said inventory, is consolidated in a space-saving manner and is out of reach to customers until purchased, and ~~wherein each of said computer workstations:~~

- a.) ~~comprises a networked computer having connectivity to~~ has a network communications link with said at least one communications network, and has a user interface to facilitate transactions and interactions,
- a.) has networked order-taking apparatus and software routines to facilitate user ordering and financial transactions pertaining to said product and said inventory and for reporting and recording said transactions,
- c.) has record-keeping and record-updating software routines to automatically record transaction details pertaining to any workstation order and to update and report the availability of merchandise, according to the order(s) made.

1 Claim 67. (Previously amended) The system of claim 40 wherein said at least one networked
2 computer is further comprised of multimedia content playback means, multimedia-playback
3 software routines and *multimedia content for facilitating customer transactions with the playback*
4 of said multimedia content.

5
6 Claim 68. (Previously amended) The multimedia content playback means of claim 67 wherein
7 said multimedia content has meaning that is relevant to the context of customer transactions and
8 interactions, and is synchronous thereto, and helps to facilitate order decisions.

9
10 Claim 69. (Previously amended) The system of claim 40 wherein said at least one physical
11 facility(s) is further comprised of at least one networked computer, software and user interface
12 which provide means for browsing, previewing, ordering, uploading, verifying the identity of
13 customers, completing financial transactions and keeping a computer-accessible record of order
14 transaction details pertaining to orders for, and uploadings of, medialess digitally-recorded
15 entertainment-content files that are ordered and received by customers having an apparatus
16 which is equipped to receive downloads of said content through a communications link with said
17 system.

18
19 Claim 70. (Previously amended) The system of claim 69 wherein said communications link
20 provides bi-directional communication between said networked computer(s) and at least one
21 *wireless handheld device suitable for receiving digitally-recorded files.*

22
23 Claim 71. (Currently amended) The system of claim 69 wherein said communications link
24 provides bi-directional communication via a cable connection between said workstation(s) and at
25 least one handheld device suitable for receiving digitally-recorded files ~~when the latter and the~~
26 ~~former are coupled together by suitable coupling means.~~

27
28 Claim 72. (Previously amended) The system of claim 40 wherein said at least one physical
29 facility is further comprised of at least one physical area within said facility which is designated
30 for customer expedited service, and said system is equipped with at least one software routine for

1 a). scheduling a traffic flow of customers up to a 100% flow rate of
2 scheduled customers, and

3 b). *notifying a merchant in advance of the scheduled flow rates of customers.*
4

5 Claim 73. (Previously amended) The expedited service area of claim 72 wherein said at least one
6 physical area designated for expedited service, is scalable in size to accommodate increases in
7 scheduled customer flow rates.
8

9 Claim 74. (Previously amended) The system of claim 40 wherein said customer identification
10 and verification means are further comprised of a bi-directional communications link with at
11 least one *wireless handheld browser apparatus.*
12

13 Claim 75. (Previously amended) The system of claim 40 wherein said browser apparatus consists
14 of a wireless handheld device equipped to download itineraries and convey itinerary-related
15 information to a user of said device.
16

17 Claim 76. (Currently amended) An electronic dual commerce and ~~reservation~~ reservation
18 system for establishing a bi-directional communication link between at least one customer and a
19 large publicly accessible communications network, and for providing online dual-commerce
20 transactions, comprising:

21 a.) a browser apparatus having network-browsing software;

22 b.) network connection means for connecting said browser device to at least one
23 networked computer of said communications network;

24 c.) network-user identification and verification means;

25 d.) said at least one networked computer having software and user interface means for

26 i. representing at least one online networked-venue which is equipped to
27 serve online customers,

28 ii. representing at least one physical facility which is equipped to serve a
29 flow of customers and fulfill customer orders at a physical location,

1 iii providing a current databased selection of choices of goods, or services, or
2 activities, or combinations thereof, available from said online networked-
3 venue(s) and available from said physical facility(s),

4 iv. taking, recording, and reporting customer orders from choices provided by
5 said current databased selection,

6 v. completing at least one order from said available online-networked-
7 venue(s) choices, and guaranteeing to the customer the availability of each
8 order,

9 vi. completing at least one order from said available physical facility(s)
10 choices, and guaranteeing to the customer the availability of each order,
11 whereby said at least one order from said physical facility(s) choices

12 —is is subsequently culminated following the scheduled arrival of the
13 ordering customer at said facility(s) and following the verification of
14 said customer's identification and order, by said identification and
15 verification means,

16 and said system is further comprised of

17 e.) automated database-condition editing, monitoring and reporting means which, is
18 responsive to changes to said current databased selection when each order is made, and
19 which, causes record-keeping and record-updating software routines to automatically
20 record transaction details pertaining to said order(s) and to update, and report, the
21 availability of subsequent orders, schedules, and reservations, to said current databased
22 selection when any order is completed.

23
24 Claim 77. (Currently amended) The system of claim 76 wherein said at least one networked
25 computer having software is further comprised of software which ~~permits~~ permits a user to select
26 among software interface categories pertaining to products, or services, or activities, or any
27 combination thereof.

1 Claim 78. (Previously added) The system of claim 76 wherein said at least one networked
2 computer having software is further comprised of software which automatically calculates and
3 allocates revenues to networked-venue sellers and physical facility sellers fulfilling online
4 orders.

5
6 Claim 79. (Previously added) The system of claim 76 wherein said at least one networked
7 computer having software is further comprised of software which automatically notifying a
8 seller's supplier of any sold item that will need to be restocked.

9
10 Claim 80. (Previously added) The system of claim 76 wherein said at least one networked
11 computer is further comprised of software

12 a.) for representing the association of at least one online networked-venue and at least
13 one physical facility when said venue(s) and said facility(s) are operated by the same
14 business or company.

15
16 Claim 81. (Previously added) The system of claim 76 wherein said at least one networked
17 computer is further comprised of software for scheduling and reserving physical facility order(s)
18 according to at least one current condition of a chronological table of scheduled and available
19 customer-events and is equipped to convey order-related information to physical facilities having
20 order-receiving apparatus.

21
22 Claim 82. (Previously added) The system of claim 81 wherein said order-related information
23 received by said order-receiving apparatus is further comprised of customer traffic flow rate
24 information which enables the scheduling of an optimum flow rate of customers of up to a 100%
25 capacity of a venue, and also provides information for optimally staffing venue personnel in
26 proportion to said customer traffic flow rate information.

27
28 Claim 83. (Previously added) The system of claim 76 wherein said at least one networked
29 computer is further comprised of software and GUI user input means for providing customers at
30 least one type of itinerary.

1 Claim 84. (Currently amended) The system of claim 76 wherein said browser apparatus consists
2 of a portable handheld device ~~having~~ having a communications link with said at least one
3 networked computer and is further comprised of software and user input means to facilitate the
4 downloading of at least one type of itinerary to said handheld device by a customer.

5
6 Claim 85. (Previously added) The system of claim 84 wherein said at least one physical
7 facility(s) is further comprised of:

8 1.) customer interfacing means for establishing a bi-directional communications link with
9 said handheld device,

10 2.) customer identity verification means for verifying the identity of handheld device
11 equipped customers

12 3.) transaction completing, editing and updating means
13 whereby, the combination provides for transaction completing, or changing, or updating, or
14 any combination thereof, via said communications link.

15
16 Claim 86. (Previously added) The system of claim 84 wherein said at least one physical
17 facility(s) is further comprised of:

18 1.) customer interfacing means for establishing a bi-directional communications link with
19 said handheld device,

20 2.) customer identity verification means for verifying the identity of handheld device
21 equipped customers

22 3.) schedule editing, automated adjusting and updating means
23 whereby, the combination provides customers the means for changing, automatically
24 adjusting and updating a scheduled itinerary, as available, via said communications link.

25
26 Claim 87. (Currently amended) The system of claim 76 wherein said browser apparatus is a
27 portable handheld device having a communications link with said system and said at least one

1 networked computer is responsive to input sent from said handheld device and is further
2 comprised of schedule editing, automated adjusting and updating means comprising:

3 1.) a customer break request buffer which temporarily retains all pending break requests
4 made from customer handheld devices at said at least one physical facility(s);

5 2.) software means for querying customer schedule changes and current schedule-related
6 conditions in a chronological table pertaining to customer-events at said physical
7 facility(s); and

8 3.) software means for automatically adjusting customer schedules according to then current
9 schedule ~~availabilities~~ availabilities at said facility(s).

10
11 Claim 88. (Currently amended) The system of claim 76 wherein said at least one networked
12 computer is further comprised of software and a GUI which provides customer pre-payment
13 means for making pre-payments before subsequently going to a physical ~~facility~~ facility, which
14 also provides an increased customer security means in that no monies or credit cards are required
15 of the customer at said physical facility.

16
17 Claim 89. (Previously added) The system of claim 76 wherein said at least one physical facility
18 further comprises at least one apparatus for facilitating and completing financial transactions.

19
20 Claim 90. (Previously added) The system of claim 40 wherein the browser apparatus is further
21 comprised of a handheld device having:

22 1. Global Positioning System 'GPS' navigation means, and

23 2. graphical display means for displaying GPS-related information

24 3. *a communications link means for downloading at least one type of itinerary*

25 4. means for coordinating, relating and displaying said GPS-related information and said
26 itinerary such that a user knows which direction to go relative to a current location
27 and a current itinerary state.

1 Claim 91. (Previously added) The browser apparatus of claim 90 wherein said means for
2 portraying GPS-related information are comprised of a display screen equipped to display alpha-
3 numeric text.

4
5 Claim 92. (Previously added) The browser apparatus of claim 90 wherein said means for
6 portraying GPS-related information are comprised of a display screen equipped to display digital
7 images.

8
9 Claim 93. (Currently amended) The browser apparatus of claim 90 wherein said means for
10 portraying GPS-related information are comprised of audio playback means equipped to play
11 audio files that are ~~storeable~~ storable in a digital format.

12
13 Claim 94. (Currently amended) The browser apparatus of claim 90 wherein said means for
14 portraying GPS-related information are comprised of multimedia playback means equipped to
15 play multimedia files that are ~~storeable~~ storable in a digital format.

16
17 Claim 95. (Previously added) The browser apparatus of claim 90 wherein said means for
18 portraying GPS-related information are further comprised of means for providing time feedback
19 pertaining to an itinerary and time estimates pertaining to a user's intended movement from one
20 point of an itinerary to another point relative to the user's mode of travel.

21
22 Claim 96. (Previously added) The system of claim 76 wherein said browser apparatus is further
23 comprised of a cellular phone.

24
25 Claim 97. (Previously added) The system of claim 76 wherein said browser apparatus is further
26 comprised of a pager.

27
28 Claim 98. (Previously added) The system of claim 76 wherein said browser apparatus is further
29 comprised of a personal digital assistant 'PDA'.

1 Claim 99. (Previously added) The system of claim 76 wherein said browser apparatus is further
2 comprised of multimedia recording and playback means and is configurable by a user to provide
3 prompts to assist the user in the execution of an itinerary.
4

5 Claim 100. (Currently amended) A method for enabling ~~a customer to place~~ online dual-
6 commerce orders over a large ~~pubicly~~ publicly accessible communications network, ~~and for~~
7 ~~automatically, monitoring, reporting, recording, updating and editing order related information,~~
8 comprising the steps of:

- 9 1) establishing a network connection between at least one computer system via a
10 communications link with said communications network, said computer system having a
11 database of records pertaining to dual commerce deliverables,
- 12 2) establishing a connection of a browser apparatus equipped with network-browsing
13 software and a communications link with said communications network,
- 14 3) executing network-browsing software interface means to facilitate user-navigation to at
15 least one website accessible on said network, said interface providing the steps of:
 - 16 i. displaying user-selectable choices pertaining to at least one deliverable
17 currently available from online networked-venue which is equipped to fulfill
18 online orders placed by online customers,
 - 19 ii. displaying user-selectable choices pertaining to at least one deliverable
20 currently available from a physical facility which is equipped to serve a flow
21 of customers at a physical location,
 - 22 iii. displaying a current databased selection of choices of goods, or services, or
23 activities, or any combination thereof, when said selection is currently
24 available from said online networked-venue(s),
 - 25 iv. displaying a current databased selection of choices of goods, or services, or
26 activities, or any combination thereof, when said selection is currently
27 available from said physical facility(s),
 - 28 v. displaying software interface choices for inputting customer orders from
29 choices provided by said current databased selection,

- vi. displaying software interface choices for completing at least one order from said current databased selection of choices.
 - vii. displaying software interface choices pertaining to the scheduling and reserving of said order(s) according to at least one current condition of a chronological record of scheduled and available customer-events;
 - viii. displaying software interface choices for downloading at least one type of an itinerary to facilitate order fulfillment at least one of said physical venues;
- 4.) regularly updating said database of records pertaining to the availability of deliverables among said current databased selection of deliverables available from
- ix. said online networked-venue(s), and
 - x. said physical facility(s).
- 5.) displaying customer-selectable choices in said interface pertaining to the generation of an order, itinerary and reservation, relative to said current databased selection of deliverables, and
- 6.) providing a guarantee that any purchase of goods, or services, or activities, or any combination thereof, which are displayed as being available when a customer is online, will be reserved and available at said physical facility(s) when any physical venue order is subsequently culminated following the arrival of said customer at said facility(s) and following the steps of verifying said customer's identification and order, by automated identification and verification means.
- ~~1) a customer employing a browser apparatus equipped with network browsing software and having a communications link with said communications network, to navigate to at least one website accessible on said network, said website(s) having a graphical user interface 'GUI' which~~
- ~~ix. — represents at least one online networked-venue which is equipped to serve online customers;~~
 - ~~x. — represents at least one physical facility which is equipped to serve a flow of customers at a physical location;~~

- 1 ~~xi. represents a current databased selection of choices of goods, or services, or~~
2 ~~activities, or combinations thereof, which are displayed when currently~~
3 ~~available from said online networked venue(s),~~
- 4 ~~xii. represents a current databased selection of choices of goods, or services, or~~
5 ~~activities, or combinations thereof, which are displayed when currently~~
6 ~~available from said physical facility(s),~~
- 7 ~~xiii. provides means for taking, recording, and reporting customer orders from~~
8 ~~choices provided by said current databased selection,~~
- 9 ~~xiv. provides means for completing at least one order from said current databased~~
10 ~~selection of choices,~~
- 11 ~~xv. provides means for scheduling and reserving said order(s) according to at~~
12 ~~least one current condition of a chronological record of scheduled and~~
13 ~~available customer events;~~
- 14 ~~xvi. provides means for downloading at least one type of an itinerary;~~
- 15 2.) ~~whereby, when said customer chooses among said current databased selection of~~
16 ~~choices from~~
- 17 ~~ix. said online networked venue(s),~~
18 ~~the order is completed by the customer online, following the~~
19 ~~verification of said customer's identification, by identification and~~
20 ~~verification means,~~
- 21 ~~x. said physical facility(s),~~
22 ~~the order is subsequently culminated following the arrival of the~~
23 ~~ordering customer at said facility(s) and following the verification of~~
24 ~~said customer's identification and order, by identification and~~
25 ~~verification means,~~
- 26 3.) ~~upon completion of a customer order, an automated database condition editing,~~
27 ~~monitoring and reporting means responsive to changes to said current databased selection of~~
28 ~~choices, causes record keeping and record updating software routines to automatically record~~
29 ~~transaction details pertaining to said order(s) and to update, and report, the availability of~~

1 ~~subsequent orders, schedules, and reservations, to said current databased selection of choices~~
2 ~~when any order is completed.~~

3
4 Claim 101. (Cancelled)

5
6 Claim 102. (Currently amended) ~~The~~ A method of as recited in claim 100 further comprising the
7 steps of ~~software~~ scheduling and reserving of said order(s) according to at least one current
8 condition of a chronological table of scheduled and available customer-events.

9
10 Claim 103. (Currently amended) ~~The~~ A method of as recited in claim 100 further comprising the
11 ~~step of downloading wherein at least one software routine and GUI user input means are~~
12 ~~provided for downloading at least one type of itinerary to said browser apparatus and said method~~
13 ~~is further comprised of the step of the customer making at least one user input choice from an~~
14 ~~itinerary download option.~~

15
16 Claim 104. (Currently amended) ~~The~~ A method of as recited in claim 100 further comprising the
17 step of ~~software~~ guaranteeing to the said customer(s) the availability of each order completed by
18 the customer(s) ~~completes~~.

19
20 Claim 105. (Currently amended) A method as recited in claim 100 further comprising the steps
21 of:

- 22 a.) verifying the identity of an online user by employing at least one user-identification
23 verification software routine which is accessible for user input via said browser
24 apparatus,
25 b.) displaying a graphical user interface 'GUI' on a display of said browser apparatus,
26 c.) displaying in said GUI, a current databased selection of available choices among
27 deliverables provided by a plurality of online-represented networked-venues,
28 d.) accepting an order and order payment made via said browser apparatus and browser
29 software, for a plurality of deliverables available at a plurality of online-
30 represented networked-venues,

- e.) monitoring, and regularly updating as necessary, and keeping current the databased selection of deliverables which are shown as available choices provided by at said plurality of online-represented networked-venues,
- f.) consolidating an order for a plurality of deliverables from a plurality of online-represented networked-venues into a single online invoice which is accessible and editable at one website in said GUI, said invoice indicating the separate price of each deliverable and the total deliverables price,
- g.) transmitting information pertaining to an online order to its respective seller via said ~~pubiely~~ publicly accessible communications network,
- i.) eliminating the availability of ordered deliverables from the current databased selection of choices,
- j.) notifying a seller of at least one scheduled arrival time by a customer, in the event of a sale being culminated at a physical facility if the customer has specified at least one time range to arrive at said facility in order to receive expedited service, and
- h.) calculating and allocating revenues owed to sellers fulfilling orders.

~~The method of claim 100 further comprising diverse deliverables ordering means, said ordering means comprising the steps of:~~

- ~~f.) a user employing a browser apparatus having a communications link with said large publicly accessible communications network~~
- ~~g.) the user employing a GUI which facilitates online commerce~~
- ~~h.) verifying the identity of the user~~
- ~~i.) the user browsing through a current databased selection of available choices provided by a plurality of online-represented networked-venues~~
- ~~j.) the user placing a plurality of orders at different online-represented networked-venues~~
- ~~k.) the software of the system~~

- ~~1. monitoring, and updating as necessary, the current databased selection of available choices provided by said plurality of online represented networked venues,~~
- ~~2. consolidating said plurality of orders into a single online invoice which is accessible at one website in said GUI,~~
- ~~3. automatically reserving and placing a user order with its respective seller,~~
- ~~4. automatically calculating and allocating revenues to sellers fulfilling user orders,~~
- ~~5. automatically eliminating the availability of a user order from the current databased selection of choices,~~
- ~~6. guaranteeing to the user the availability of each completed order,~~
- ~~7. notifying a seller of a customer's expected arrival time, in the event of a sale being culminated at a physical facility, and if the customer has specified a time to arrive at said facility in order to receive expedited service.~~

Claim 106. (Currently amended) The A method of as recited in claim 105 further comprising the steps of:

- a.) ~~the user selecting among software interface categories pertaining to products, or services, or activities, or any combination thereof, and said step following the step of~~
- b.) verifying the identity of the user.

Claim 107. (Currently amended) The A method of as recited in claim 105 further comprising the step of:

- a.) ~~the software of the system automatically notifying a seller's supplier of any sold item that will need to be restocked.~~

1
2 Claim 108. (Currently amended) A method of employing the Internet in an electronic commerce
3 and reservation system dual-commerce capacity, comprising the steps of:

4 1.) ~~a customer using~~ employing a browser apparatus equipped with Internet browsing
5 software and having a communications link with the Internet; ~~2.) said customer~~
6 ~~employing said browser apparatus and software~~ to access an Internet website which
7 displays information pertaining to dual-commerce networked-enabled venues,
8 ~~comprising; and 3.) said customer~~

9 2.) employing software routines accessible from within said browser apparatus ~~which for~~

10 a.) displaying at least one currently available deliverable from at least one online-
11 represented networked-venue equipped to fulfill orders placed by online
12 customers, ~~complete online transactions; and~~

13 b.) displaying at least one currently available deliverable from at least one online-
14 represented physical facility equipped to serve a traffic flow of customers and
15 fulfill customer orders at a physical location;

16 ~~3.) said customer employing software accessible from within said browser apparatus which~~

17 c.) ~~verifies~~ verifying the identity of a user,

18 d.) ~~provides purchasing interface means for the purchase of~~ products, or goods, or
19 services, or activities or any combination thereof, shown as available at said
20 networked-venue(s), and shown as available at said physical facility(s),

21 e.) ~~provides reservation interface means for the reservation of~~ reserving the
22 availability of products, or goods, or services, or activities or any combination
23 thereof, shown as available at said physical facility(s),

24 f.) guarantees guaranteeing to the customer the availability of what is ordered from
25 said dual-commerce networked-enabled venues,

26 g.) ~~provides scheduling interface means for scheduling~~ customer arrivals at said
27 physical facility(s), in a manner that expedites ~~the facility(s)' service to the~~
28 scheduled customer, and in a manner providing a best available itinerary based on at

1 least one preferred time-window specified by said customer and based on
2 availability of what is ordered at said physical facility(s),

3 h.) communicates conveying order-related information to physical facilities having
4 order-receiving apparatus in a manner that facilitates a scheduled flow rate of
5 customers of up to a 100% capacity of the facility,

6 3.) ~~culminating said customer going to at least one physical facility to culminate any a~~
7 ~~physical facility order at, at least one physical facility.~~
8

9 Claim 109. (Currently amended) The A method of as recited in claim 108 ~~wherein said~~
10 ~~scheduling interface means is further comprised~~ further comprising the step of software which
11 ~~provides customers automatically selecting the choice of a best available itinerary requiring the~~
12 least amount of the customer's time, based on availability of what is ordered at said physical
13 facility(s).
14

15 Claim 110. (Currently amended) The A method of as recited in claim 108 ~~wherein said~~
16 ~~scheduling interface means is further comprised~~ further comprising the step of software which
17 ~~provides customers automatically selecting the choice of a best available itineraries requiring the~~
18 least amount of the customer's time, based on at least one preferred time-window specified by
19 said customer, and based on availability of what is ordered at a plurality of physical facility(s).
20

21 Claim 111. (Currently amended) The A method of as recited in claim 108 ~~wherein said~~
22 ~~scheduling interface means is further comprised~~ further comprising the step of software which
23 ~~provides customers automatically selecting the choice of a best available itineraries requiring the~~
24 least amount of the customer's time, based on at least one preferred time-window specified by
25 said customer, and based on availabilities of deliverables at a multi-venue facility.
26

27 Claim 112. (Currently amended) The A method of as recited in claim 108 ~~wherein said~~
28 ~~scheduling interface means is further comprised~~ further comprising the step of software which
29 ~~provides customers automatically selecting the choice of a best available itineraries for a~~

1 plurality of attractions requiring the least amount of the customer's time between said attractions
2 based on at least one preferred time-window specified by said customer and based on
3 ~~availabilities~~ availability of said attractions.

4
5 Claim 113. (Currently amended) The A method of as recited in claim 108 wherein said
6 ~~scheduling interface means is further comprised~~ further comprising the step of software which
7 ~~provides customers the option of receiving~~ automatically selecting among deliverables that are
8 available from said at least one facility(s) on the same day they are ordered online.

9
10 Claim 114. (New) A method as recited in claim 100 further comprising the step of providing a
11 designated area located at said physical facility(s) wherein a customer having previously made
12 an online order and scheduled an excursion to at least one networked-venue, upon arrival,
13 receives expedited service, relative to walk in customers who have not placed an online order
14 before their arrival to said facility(s).

15
16 Claim 115. (New) A method as recited in claim 100 further comprising the steps of

17 a.) monitoring, editing and reporting changes made to said current databased selection of
18 choices upon completion of a customer order, and

19 b.) automatically updating record-keeping and record-updating software routines to
20 automatically record transaction details pertaining to said order(s) and to update, and
21 report, the availability of subsequent orders, schedules, and reservations, to said
22 current databased selection of choices when any order is completed.

Appendix A

How an Expedited, Time-Saving Dual-Commerce System Excursion with 'Trip-Linking' Benefits Works

A family schedules an 'excursion' on the Dual-Commerce Internet site to a local mall having different Dual-Commerce-enabled physical venues. In addition to serving a customary traffic flow of customers, each venue is equipped with one or more areas designated for an expedited level of customer service which serves customers who have previously scheduled their arrival at on online Dual-Commerce-enabled website. A 'venue' provides one or more 'deliverables' which can include product(s), or service(s), or activity(s), or any combination thereof. One or more deliverables shown as being currently available, or available at a schedulable time, at the venue(s) are represented among the choices available for scheduled / planned time-saving excursions to the venue(s) in the interface of the Dual-Commerce website. Each venue has a computer system which monitors the availability of one or more deliverables provided by the venue and regularly sends data pertaining to the availability of the deliverable(s) via a communications link to a computer system representing such availability in a software interface accessible via a browser apparatus.

The family decides to go to several venues in the mall. The Dual-Commerce-enabled venues at the mall (and their available deliverable(s) are represented in the online user interface seen in a browser display. Online, they pre-order lunch at one of the mall restaurants (from an online menu representing choices for meals, drinks and desserts), choose a feature film to see at a theater and pre-order snacks, rent a video game from one store and purchase two Music CDs from another, buy soccer shoes and uniform of a particular size, style and color scheme, purchase a dress of a particular size, style and color, reserve a prescription pick up, and order a bouquet of flowers with a coordinated greeting card. Additionally, the father places an online order for a new best-selling novel from a book store, and a computer DVD drive from a computer store, and chooses to have these deliverables sent to his home as an online order placed and fulfilled in a conventional manner. The "Dual-Commerce" designation refers to the capability to place and reserve orders for guaranteed-available deliverable(s) online that are fulfilled (1) in an eCommerce manner, or (2) at an area designated for expedited service at one or more physical venue(s), or both.

While in the above example orders have been placed online from venues providing deliverables in the categories of products, services and activities, it is noted that the system can readily accommodate a different scenario wherein deliverable(s) from one or two of the categories are instead ordered and fulfilled.

After choices for the "deliverables" have been made online, one or more software routines responsive to user input at the Dual-Commerce online site automatically reserves and guarantees availability of each deliverable and arranges an order or sequence of 'visitations' to the different physical venues according to (a) their proximity to one another, (b) the least wait time at the venue(s) and (c) according to a best-fit schedule preferred by the 'participants.' A best-fit itinerary is generated and upon approval / acceptance and payment for the deliverable(s) by the user(s), is either downloaded to a personal handheld device, or alternatively printed out. Optionally, payment can be made at one or more venue locations in one or more ways, such as

by cash, financial transaction card or wireless transfer from a handheld device. The owner(s) / operator(s) of the scheduled venue(s) are automatically notified via data sent over a communications network informing them when the customers are scheduled to arrive and what their reserved / guaranteed order will be. Automatic re-stocking of deliverables, within parameters acceptable to venue operators is also optionally provided.

At their preferred time, or within a specified preferred time-range, on the scheduled day (optionally including same-day service), the participants drive to the mall in their family car. Upon arrival at the mall, the driver of the car transmits a signal from a wireless handheld device (e.g., a browser PDA or cell phone) to a wireless transceiver located at an automated parking ticketing machine / gate (alternatively, a previously printed out schedule can direct the driver to a guaranteed / reserved parking spot and to each subsequently scheduled venue). The transceiver is equipped with software which immediately identifies and logs in the arrival of the owner of the PDA, welcoming him or her by name and directing the driver to a specific 'no-wait' reserved / guaranteed parking slot in the mall parking lot (the first 'Expedited Service Area' in their excursion). The automated system is now aware of the arrival of the scheduled participants. When a step is completed at any point in the itinerary, the user(s) is preferably given or shown directions to the next venue relative to their then-current position. The interface of the PDA alpha-numerically and / or graphically represents the progress made in the chronological order of the venue visits. Options are also available to provide such information audibly (which would also be helpful to those who are visually impaired) and / or via handheld devices equipped with a GPS capability.

The itinerary directs the family to each scheduled location and can also accommodate spontaneous, unscheduled break requests adjusted via their handheld device which, when an adjustment is requested, communicates with the system (or, in the case of a customer having a printed itinerary, it can be adjusted and updated via a physical facility kiosk). When a coordinated and consolidated Dual-Commerce excursion is completed, the several separate trips that might typically be associated with the traveling to venues that may not have the right size, color, type of product, service or activity (or any combination thereof), or that might be necessary when one does not plan in advance, are eliminated at the environmental advantages of significantly reducing pollution through Trip-Linking are achieved.

* * *

For more details see "Trip Linking" on the Internet or go to:

www.baaqmd.gov/pio/triplinking.asp